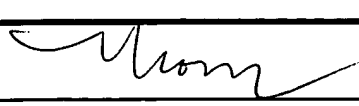
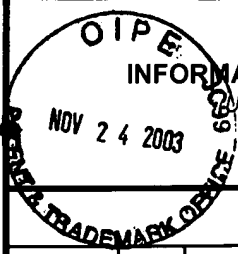

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U.S. PATENT DOCUMENTS							
*EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE	
Th	6,289,373	9/11/01	Dezonno			RECEIVED DEC 01 2003 Technology Center 2100	
Th	6,449,646	9/10/02	Sikora et al.				
Th	6,381,640	4/30/02	Beck et al.				
Th	6,064,667	5/16/00	Gisby et al.				
Th	5,910,983	6/08/99	Dezonno et al.				
Th	6,295,354	9/25/01	Dezonno				
Th	5,999,965	12/07/99	Kelly				
Th	5,884,032	3/16/99	Bateman et al.				
Th	6,141,328	10/31/00	Nabkel et al.				
Th	5,721,770	2/24/98	Kohler				
Th	5,848,143	12/08/98	Andrews et al.				
FOREIGN PATENT DOCUMENTS							
	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
						YES	NO
Th	2,178,705	3/26/97	Canada				
Th	EP 0 829 996 A2	3/18/98	EPO				
Th	EP 0 740 445 A2	10/30/96	EPO				
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)							
Th		"Functional Architectural Desing for Internet Telephony Gateway", K.V. Chin, H. Dong, S.C. Hui and C.K. Yeo, School of Applied Sciences, Nanyan Technological University, Singapore					
Th		"Intevue with the Virtual Empires" Richard Grigonis, Computer Telephony, March 1998					
EXAMINER 			DATE CONSIDERED 3/26/04				

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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U.S. PATENT DOCUMENTS							
*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
u		5,894,512	4/13/99	Zenner			
u		5,724,418	3/03/98	Brady			
u		5,557,668	9/17/96	Brady			
u		4,793,861	8/11/98	Haigh			
u		6,175,562	1/16/01	Cave			
u		6,021,428	2/01/00	Miloslavsky			
FOREIGN PATENT DOCUMENTS							
		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES NO
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)							
u		"The Next Generation Call Center", XP 00618796, Gary Paris, Siemens Business Communication Systems					
EXAMINER				DATE CONSIDERED			
				3/26/04			

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